GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1439
ANSWERED ON:27.02.2003
LOSS OF LUGGAGE
SULTAN SALAHUDDIN OWAISI

Will the Minister of RAILWAYS be pleased to state:

(a) whether National Consumer Disputes Redressal Commission has ruled that passengers can take the railways to the consumer courts seeking compensation against the loss or theft of luggage in their custody;

(b) if so, the details thereof ;

(c) the steps taken or being taken by railways for the safety and security of the luggage of passengers in trains;

(d) whether railways claims tribunals are dealing only with cases of theft or loss of goods booked with the railways for carriage;

(e) if so, the details thereof; and

(f) the remedy available to the passengers whose luggage are lost in transit?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

(a) & (b) : National Consumer Disputes Redressal Commission,in the ruling to the revision petition No.1590 of 2000 between Union of India & Others and Sanjiv Dilsukrai Dave & Others against the order passed by Gujarat State Commission, has ruled against the Railways.

(c) : The steps include curbing of activities of anti-social elements by police and RPF, sharing of intelligence on activities of criminals, generating awareness in the public for observing precautions, watch by TTEs and Coach attendants and escorting of trains by RPF staff in vulnerable sectors.

(d) : No, Sir.

(e) : In addition to cases of theft or loss of goods booked with the railways for carriage, Railway Claims Tribunal also deal with cases of damage, deterioration, non-delivery, etc. of goods/luggage, parcels & animals booked with the railways, cases of accident & untoward incidents and refund of fare & freight.

(f) : Railways have been providing assistance to the victimized passengers in lodging their FIRs with the Government Railway Police (GRP) so that appropriate action may be initiated by them.